

## RSU 64 - A-Copi Fleet Report FY21



### SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. It is noteworthy to share that your black volumes dropped by x% from last year but your color volume increased by almost x% over last year. It is also interesting to note that more usage was put on printers than on the copiers. This may be due to printers being used by teachers or other staff working from home during COVID.

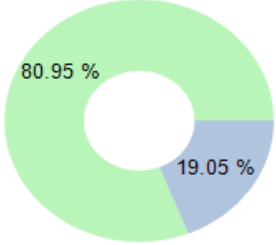

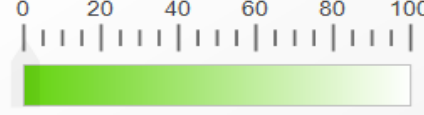
Out of 40 units under contract with A-Copi there were 23 service calls on 11 copiers and printers. Uptime was 99.67%. This is reasonable for the number of machines in your fleet. There were no machines with more than five calls in the service period.

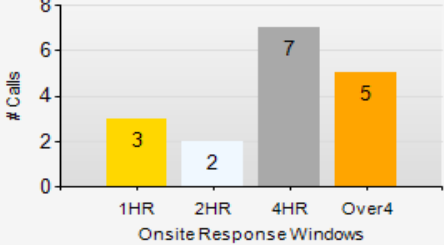
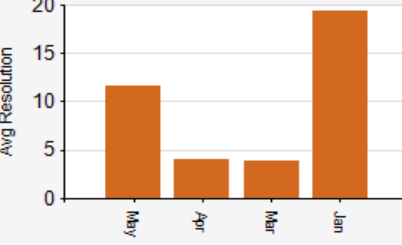
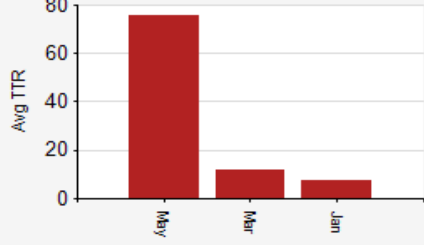
SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. A-Copi notes their response time from call to arrival as 6.15 hours, which is higher than the contracted average. This will be addressed with the vendor. However, they do note that 71% of the calls were responded to and fixed in less than 4 hours, and 81% of calls were resolved on the first call.

Your last upgrade was 8/1/2016. All machines are under a five+ year warranty and service contract that expires on 6/30/2022. However, the average model in your fleet was introduced 8.37 years ago. All units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

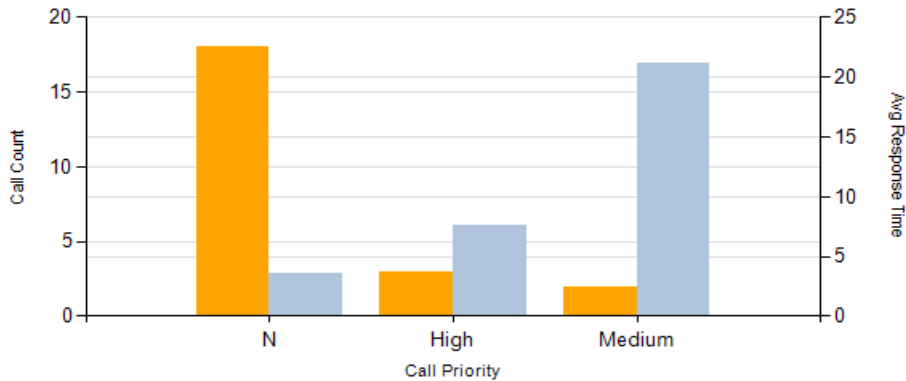
Overall your fleet seems to be performing well. We do, though, recommend your considering upgrading your equipment in the near future.

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80.95%	First Call Effectiveness (OnSite)	99.67%	Machine Availability		NetPromoter Score
81% of 21 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 81280.00. The total # hours (call received until call completed) was 265.77		No survey responses for the period	

6.15 hrs	Average OnSite Reponse Time	9.4 hrs	First Call Fix Avg Resolution Time (On-Site)	26.6 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
71% of 17 corrective maintenance calls were responded to and completely resolved in under 4 hours		9.4 hrs was the average hours for first call fix from when call opened to problem resolution on 17 calls		26.6 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 4 rescheduled service calls.	

**Call Priority**



**Contract Toner Usage**

Contract Number	Black Fill	Black Toner Shipped	Black Total Copies	Color Fill	Color Toner Shipped	Color Total Copies
SPC2398-API	3.90%	196	15,065,522	4.45%	8	130,320

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# API-6101 [ Toshiba/Estudio 857] 118 Main Street, EAST CORINTH	394930	66549
ID# API-6096 [ Toshiba/Estudio 857] 118 Main Street, EAST CORINTH	301039	50727
ID# API-6105 [ Toshiba/EStudio 757] 416 Main Street, EAST CORINTH	151839	25586
ID# API-6106 [ Toshiba/E-Studio 6570cT] 118 Main Street, EAST CORINTH	118151	19909
ID# API-6094 [ Toshiba/Estudio 757] 402 Main Street, EAST CORINTH	104358	17585
Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# API-6099 [ Toshiba/E-Studio 5560cT] 118 Main Street, EAST CORINTH	8993	1515
ID# API-6106 [ Toshiba/E-Studio 6570cT] 118 Main Street, EAST CORINTH	6776	1141
ID# API-4262 [ Toshiba/E-Studio 4540c ] 402 Main Street, EAST CORINTH	5517	929
ID# API-3646A [ Toshiba/E-Studio 4540c ] 416 Main Street, EAST CORINTH	1751	295

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
<b>Central Community Elementary School</b>											
API-4043[ Kyocera/KYFS4100DN]	2nd Floor Hallway	NUK3509291	7/24/2013	2	3032	0	3955	0	10/1/2012	8.92	Black Network Printer
API-6096[ Toshiba/Estudio 857]	2nd Floor Workroom	CALE29077	4/26/2016	5	36558	0	25087	0	6/1/2014	7.25	Black Photocopier
API-6101[ Toshiba/Estudio 857]	1st Grade Workroom	CALE29087	4/26/2016	0	42577	0	32911	0	6/1/2014	7.25	Black Photocopier
API-6104[ Toshiba/Estudio 857]	Library	CALE29081	4/26/2016	0	8574	0	7336	0	6/1/2014	7.25	Black Photocopier
API-6106[ Toshiba/E-Studio 6570cT]	Principal/Secretary's Workroom	SSAF90728	4/26/2016	4	15439	279	9846	565	4/1/2014	7.42	Color Photocopier
API-6182[ Kyocera/FS-P2135DN]	Kitchen	LVK6442381	8/5/2016	0	479	0	264	0	3/1/2014	7.5	Black Network Printer
API-6190[ Kyocera/FS-2100DN]	Resource Alcove Printer	LQA6436243	8/5/2016	1	1010	0	1331	0	10/1/2012	8.92	Black Network Printer
<b>Central High School</b>											
API-3473A[ Kyocera/KYFS4100DN]	Room B-5	NUK3206391	7/24/2013	0	536	0	338	0	10/1/2012	8.92	Black Network Printer
API-3486[ Kyocera/KYFS4100DN]	Guidance	NUK3206392	7/24/2013	0	1463	0	434	0	10/1/2012	8.92	Black Network Printer
API-3489[ Kyocera/KYFS4100DN]	Room A-12	NUK3206394	7/24/2013	0	931	0	971	0	10/1/2012	8.92	Black Network Printer
API-3490[ Kyocera/KYFS4100DN]	Room A-4	NUK3206381	7/24/2013	0	148	0	16	0	10/1/2012	8.92	Black Network Printer
API-3626A[ Toshiba/Estudio 756]	Library Copy Room	CKL211833	7/24/2013	2	6236	0	2578	0	2/1/2012	9.58	Black Photocopier
API-4252[ Toshiba/TOSHES456]	Room A-14	C2EC37428	7/24/2013	1	3238	0	2062	0	2/1/2012	9.58	Black Photocopier
API-4254[ Toshiba/TOSHES456]	Guidance Office	C2EC37456	7/24/2013	0	1767	0	1661	0	2/1/2012	9.58	Black Photocopier
API-4262[ Toshiba/E-Studio 4540c ]	Main Office	CME328868	7/24/2013	0	4436	573	3025	460	5/1/2011	10.33	Color Photocopier
API-4269[ Toshiba/TOSHES456]	Room C-1, Library	C2DC36535	7/24/2013	1	2758	0	1096	0	2/1/2012	9.58	Black Photocopier
API-6094[ Toshiba/Estudio 757]	Library's Copy Room	CABE20162	4/26/2016	0	18399	0	8697	0	6/1/2014	7.25	Black Photocopier
API-6173[ Kyocera/FS-P2135DN]	Gym Office	LVK6442389	8/5/2016	0	292	0	0	0	3/1/2014	7.5	Black Network Printer
API-6174[ Kyocera/FS-P2135DN]	Nurse's Office	LVK6442399	8/5/2016	1	31	0	23	0	3/1/2014	7.5	Black Network Printer
API-6175[ Kyocera/FS-P2135DN]	Main Office	LVK6442390	8/5/2016	0	0	0	65	0	3/1/2014	7.5	Black Network Printer
API-6176[ Kyocera/FS-P2135DN]	Room A-1	LVK6442388	8/5/2016	1	670	0	226	0	3/1/2014	7.5	Black Network Printer
API-6177[ Kyocera/FS-P2135DN]	Room A-2	LVK6442400	8/5/2016	0	535	0	77	0	3/1/2014	7.5	Black Network Printer
API-6178[ Kyocera/FS-P2135DN]	Room B-1	LVK6442393	8/5/2016	0	821	0	548	0	3/1/2014	7.5	Black Network Printer
API-6179[ Kyocera/FS-P2135DN]	Room B-7	VL6442387	8/5/2016	0	1164	0	89	0	3/1/2014	7.5	Black Network Printer
API-6180[ Kyocera/FS-P2135DN]	Room C-3	LVK6442397	8/5/2016	0	326	0	155	0	3/1/2014	7.5	Black Network Printer
API-6181[ Kyocera/FS-P2135DN]	Room C-7	LVK6442386	8/5/2016	0	245	0	106	0	3/1/2014	7.5	Black Network Printer
API-6189[ Kyocera/FS-2100DN]	Room A-13	LQA6435686	8/5/2016	0	3904	0	527	0	10/1/2012	8.92	Black Network Printer
<b>Central Middle School</b>											
API-3469A[ Kyocera/KYFS4100DN]	Main Office	NUK3106220	7/24/2013	3	466	0	36	0	10/1/2012	8.92	Black Network Printer
API-3470A[ Kyocera/KYFS4100DN]	Room #102	NUK3206288	7/24/2013	0	1904	0	1140	0	10/1/2012	8.92	Black Network Printer
API-3472A[ Kyocera/KYFS4100DN]	Library	NUK3206348	7/24/2013	0	3713	0	1107	0	10/1/2012	8.92	Black Network Printer
API-3646A[ Toshiba/E-Studio 4540c ]	Main Office	CME328871	7/24/2013	0	7331	367	4090	146	5/1/2011	10.33	Color Photocopier
API-4006[ Toshiba/TOSHES456]	Library Annex	C2DC36532	7/24/2013	0	1834	0	1500	0	2/1/2012	9.58	Black Photocopier
API-4023[ Kyocera/KYFS4100DN]	Room 101	NUK2X03611	7/24/2013	0	1902	0	2144	0	10/1/2012	8.92	Black Network Printer
API-6105[ Toshiba/Estudio 757]	2nd Floor Teacher's Room	CABF31312	4/26/2016	2	38385	0	12653	0	6/1/2014	7.25	Black Photocopier
API-6183[ Kyocera/FS-P2135DN]	Nurse's Office	LVK6442396	8/5/2016	0	0	0	0	0	3/1/2014	7.5	Black Network Printer
<b>RSU # 64</b>											
API-4021[ Kyocera/KYFS4100DN]	Admin Asst, Lisa Bostom	NUK2X03603	7/24/2013	0	142	0	98	0	10/1/2012	8.92	Black Network Printer

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
API-4022[ Kyocera/KYFS4100DN]	Special Ed	NUK2X03604	7/24/2013	0	1510	0	248	0	10/1/2012	8.92	Black Network Printer
API-4064[ HP/HP M401dn]	Finance	VNB3X27680	7/24/2013	0	577	0	1141	0	6/1/2012	9.25	Black Network Printer
API-5892[ Toshiba/ESudio 557]	Workroom 1	CAGE24764	4/26/2016	0	4887	0	3668	0	6/1/2014	7.25	Black Photocopier
API-6099[ Toshiba/E-Studio 5560cT]	Workroom 2	CSHE21252	4/26/2016	0	6654	733	5766	749	4/1/2014	7.42	Color Photocopier
<b>TOTALS &amp; AVERAGES</b>				<b>23</b>	<b>5918</b>	<b>488</b>	<b>3606</b>	<b>48</b>		<b>8.37</b>	

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Caller	Call Count
-- --	16
E-Studio 6570cT	
Toshiba E-Studio 6570cT Color Copier EQ# API-6106	4
Stapler	4
EStudio 756	
Toshiba Estudio 756 EQ# API-3626A	2
False Close Door Message	2
EStudio 757	
EStudio 757 copier EQ# API-6105	1
ERROR CODE	1
FS-2100DN	
EQ# API-6190	1
COPY QUALITY POOR	1
FS-P2135DN	
B&W Printer EQ# API-6174	1
JAMMING	1
KYFS4100DN	
Kyocera FS-4100DN B/W Laser Printer 45ppm EQ# API-3469A	3
COPY QUALITY POOR	3
Kyocera FS-4100DN B/W Laser Printer 45ppm EQ# API-4043	2
COPY QUALITY POOR	2
TOSHES456	
Toshiba Estudio 456 B/W MFP Copier A3 45ppm EQ# API-4252	1
False Close Door Message	1
Toshiba Estudio 456 B/W MFP Copier A3 45ppm EQ# API-4269	1
ERROR CODE	1
Emily	1
EStudio 757	
EStudio 757 copier EQ# API-6105	1
Call Service Flashing	1
Jennifer	1
FS-P2135DN	
B&W Printer EQ# API-6176	1
Print / Scan	1
On Cloud Connect -- --	5
Estudio 857	
Toshiba Estudio 857 EQ# API-6096	5
JAMMING	5
<b>Total</b>	<b>23</b>

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
Central High School			% Calls in SLA	Total Calls	In SLA				6.38	6.15	0.9	11.6	5	0
Central Community Elementary			87.50%	8	7									
E-Studio 6570cT [Toshiba]									5.37	1.23	1.1	6.4	2	0
API-6106 sn:SSAF90728									5.37	1.23	1.1	6.4	2	0
SC245483														
Call	SC245483	Stapler [CM]			Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08			3.22	0	0
		Assigned Tech: Scott Choiniere			Received: 2021/01/11 08:12	Response Hours:	1.97	Call Priority:	N					
		Caller: -- --			Dispatched: 2021/01/11 09:10	CM Response Hours:	1.97	Bill Code:	ACOPI Prepaid Toner					
		Call Desc: Check stapler			Arrived: 2021/01/11 10:10	Travel Hours:	1							
					Completed 2021/01/11 11:25	Repair Hours:	1.25		Incompleted Need Parts - Operational					
						Resolution Hours:	3.22							
Call	SC245864	Stapler [CM]			Call In SLA: Yes	SLA Response Hours:		Contract#:	SPC2398-API-08			7.12	1	0
		Assigned Tech: Scott Choiniere			Received: 2021/01/13 10:28	Response Hours:	6.03	Call Priority:	N					
		Caller: -- --			Dispatched: 2021/01/14 07:30	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner					
		Call Desc: Needs staple unit 6LH79104000 qty 1 staple			Arrived: 2021/01/14 08:00	Travel Hours:	0.5							
					Departure 2021/01/14 09:05	Repair Hours:	1.08							
						Resolution Hours:	7.12							
SC250636														
Call	SC250636	Stapler [CM]			Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08			1.77	0	0
		Assigned Tech: James Boober			Received: 2021/03/01 13:54	Response Hours:	0.48	Call Priority:	N					
		Caller: -- --			Dispatched: 2021/03/01 14:23	CM Response Hours:	0.48	Bill Code:	ACOPI Prepaid Toner					
		Call Desc: Stapler issues			Arrived: 2021/03/01 14:23	Travel Hours:	0							
					Completed 2021/03/01 15:40	Repair Hours:	1.28		Incompleted End of Day, More Time Needed					
						Resolution Hours:	1.77							
	ProblemCodes													
	Problem Code:	Part or Supply Fault												
	Resolution Code:	Stapler Adjust or Repair												
Call	SC250669	Stapler [CM]			Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08			13.62	1	0
		Assigned Tech: James Boober			Received: 2021/03/01 15:40	Response Hours:	12.98	Call Priority:	N					
		Caller: -- --			Dispatched: 2021/03/03 10:55	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner					
		Call Desc: Will get replacement staples from Bangor office. -			Arrived: 2021/03/03 11:39	Travel Hours:	0.73							
					Departure 2021/03/03 12:17	Repair Hours:	0.63							
						Resolution Hours:	13.62							
SC250669														
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Stapler Adjust or Repair												
Estudio 857 [Toshiba]									3.73	2.57	1.0	16.6	2	0

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
API-6096 sn:CALE29077										3.73	2.57	1.0	16.6	2	0
SC250615															
Call	SC250615	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						2.17	0	0
		Assigned Tech: James Boober	Received: 2021/03/01 12:13	Response Hours:	1.13	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2021/03/01 12:32	CM Response Hours:	1.13	Bill Code:	ACOPI Prepaid Toner								
		Call Desc: Jamming constantly	Arrived: 2021/03/01 13:21	Travel Hours:	0.82										
			Completed 2021/03/01 14:23	Repair Hours:	1.03										
				Resolution Hours:	2.17										
		ProblemCodes													
		Problem Code:	Jamming/Jammed												
		Resolution Code:	Roller Clean or Replacement												
SC251573															
Call	SC251573	PM [PM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						0	0	0
		Assigned Tech: Scott Choiniere	Received: 2021/03/10 08:39	Response Hours:	7.85	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2021/03/11 07:28	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner								
		Call Desc: Fuser web message	Arrived: 2021/03/11 08:00	Travel Hours:	0.53										
			Completed 2021/03/11 08:22	Repair Hours:	0.37		Need Parts - Operational								
				Resolution Hours:	0										
Call	SC251709	PM [PM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						0	1	0
		Assigned Tech: Scott Choiniere	Received: 2021/03/11 08:54	Response Hours:	0.68	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2021/03/11 09:00	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner								
		Call Desc: Needs fuser web. - Fuser web message	Arrived: 2021/03/11 09:35	Travel Hours:	0.58										
			Departure 2021/03/11 10:15	Repair Hours:	0.67										
				Resolution Hours:	0										
SC258326															
Call	SC258326	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						5.1	0	0
		Assigned Tech: Scott Choiniere	Received: 2021/05/18 10:49	Response Hours:	4	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2021/05/18 14:30	CM Response Hours:	4.00	Bill Code:	ACOPI Prepaid Toner								
		Call Desc: Lines	Arrived: 2021/05/18 14:49	Travel Hours:	0.32										
			Completed 2021/05/18 15:55	Repair Hours:	1.1		Incompleted Need Parts - Operational								
				Resolution Hours:	5.1										
Call	SC258414	COPY QUALITY POOR [CM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						75.52	1	0
		Assigned Tech: Scott Choiniere	Received: 2021/05/18 15:57	Response Hours:	5	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2021/06/01 12:43	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner								
		Call Desc: Needs Mo kit and drum. - Lines	Arrived: 2021/06/01 13:00	Travel Hours:	0.28										
			Departure 2021/06/01 14:58	Repair Hours:	1.97										
				Resolution Hours:	75.52										
API-6101 sn:															

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
API-6104 sn:															
FS-2100DN [Kyocera]									10.10	10.10	1.4	11.5	0	0	0
API-6190 sn:LQA6436243									10.10	10.10	1.4	11.5	0	0	0
SC251572															
Call SC251572	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00		Contract#: SPC2398-API-08					11.52	0	0
	Assigned Tech: Scott Choiniere		Received: 2021/03/10 08:39		Response Hours:	10.1		Call Priority: N							
	Caller: -- --		Dispatched: 2021/03/11 10:15		CM Response Hours:	10.10		Bill Code: ACOPI Prepaid Toner							
	Call Desc: Light Prints		Arrived: 2021/03/11 10:15		Travel Hours:	0									
			Completed 2021/03/11 11:40		Repair Hours:	1.42									
					Resolution Hours:	11.52									
FS-P2135DN [Kyocera]															
API-6182 sn:															
KYFS4100DN [Kyocera]									2.71	2.71	0.8	3.5	0	0	0
API-4043 sn:NUK3509291									2.71	2.71	0.8	3.5	0	0	0
SC252075															
Call SC252075	JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC2398-API-08					3.22	0	0
	Assigned Tech: Scott Choiniere		Received: 2021/03/15 12:37		Response Hours:	2.17		Call Priority: N							
	Caller: -- --		Dispatched: 2021/03/15 13:41		CM Response Hours:	2.17		Bill Code: ACOPI Prepaid Toner							
	Call Desc: Jamming		Arrived: 2021/03/15 14:47		Travel Hours:	1.1									
			Completed 2021/03/15 15:50		Repair Hours:	1.05									
					Resolution Hours:	3.22									
SC253852															
Call SC253852	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC2398-API-08					3.7	0	0
	Assigned Tech: James Boober		Received: 2021/03/31 08:19		Response Hours:	3.25		Call Priority: N							
	Caller: -- --		Dispatched: 2021/03/31 10:31		CM Response Hours:	3.25		Bill Code: ACOPI Prepaid Toner							
	Call Desc: cutting off prints		Arrived: 2021/03/31 11:34		Travel Hours:	1.05									
			Completed 2021/03/31 12:01		Repair Hours:	0.45									
					Resolution Hours:	3.7									
	ProblemCodes														
	Problem Code: Image Quality														
	Resolution Code:	Clean/Adjust													
Central High School : 402 Main Street		40.00%	5	2											
E-Studio 4540c [Toshiba]															
API-4262 sn:															
EStudio 756 [Toshiba]									5.37	0.95	0.4	5.8	1	0	0
API-3626A sn:CKL211833									5.37	0.95	0.4	5.8	1	0	0



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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
SC252815															
Call	SC252815	False Close Door Message [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC2398-API-08							1.37	0	0
		Assigned Tech: James Boober	Received: 2021/03/22 08:13	Response Hours:	0.95	Call Priority: High									
		Caller: -- --	Dispatched: 2021/03/22 08:27	CM Response Hours:	0.95	Bill Code: ACOPI Prepaid Toner									
		Call Desc: Rescheduled needs front door magnet.	Arrived: 2021/03/22 09:10	Travel Hours:	0.72										
			Completed 2021/03/22 09:35	Repair Hours:	0.42	Incompleted End of Day, More Time Needed									
				Resolution Hours:	1.37										
		Problem Codes													
		Problem Code:	Broken Part												
		Resolution Code:	Guide/Baffle Repair or Replacement												
Call	SC252854	False Close Door Message [CM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC2398-API-08							10.23	1	0
		Assigned Tech: James Boober	Received: 2021/03/22 09:37	Response Hours:	9.78	Call Priority: High									
		Caller: -- --	Dispatched: 2021/03/23 09:59	CM Response Hours:		Bill Code: ACOPI Prepaid Toner									
		Call Desc: Rescheduled needs front door magnet.	Arrived: 2021/03/23 10:54	Travel Hours:	0.92										
			Departure 2021/03/23 11:21	Repair Hours:	0.45										
				Resolution Hours:	10.23										
SC252854															
		Problem Codes													
		Problem Code:	Broken Part												
		Resolution Code:	Guide/Baffle Repair or Replacement												
ESTudio 757 [Toshiba]															
API-6094 sn:															
FS-2100DN [Kyocera]															
API-6189 sn:															
FS-P2135DN [Kyocera]									24.35	24.35	0.2	24.6	0	0	
API-6173 sn:															
API-6174 sn:LVK6442399									8.77	8.77	0.5	9.2	0	0	
SC258602															
Call	SC258602	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC2398-API-08							9.23	0	0
		Assigned Tech: Scott Choiniere	Received: 2021/05/20 12:00	Response Hours:	8.77	Call Priority: N									
		Caller: -- --	Dispatched: 2021/05/21 10:33	CM Response Hours:	8.77	Bill Code: ACOPI Prepaid Toner									
		Call Desc: paper tray issue / jamming	Arrived: 2021/05/21 12:16	Travel Hours:	1.72										
			Completed 2021/05/21 12:44	Repair Hours:	0.47										
				Resolution Hours:	9.23										

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
API-6175 sn:														
API-6176 sn:LVK6442388									39.92	39.92	0.0	39.9	0	0
SC246935														
Call SC246935	Print / Scan [CM]			Call In SLA: No		SLA Response Hours:	6.00		Contract#: SPC2398-API-08			39.92	0	0
	Assigned Tech: Adam Overlock			Received: 2021/01/25 08:21		Response Hours:	39.92		Call Priority: Medium					
	Caller: Jennifer			Dispatched: 2021/01/29 14:16		CM Response Hours:	39.92		Bill Code: ACOPI Prepaid Toner					
	Call Desc: not staying connected to network			Arrived: 2021/01/29 14:16		Travel Hours:	0							
				Completed 2021/01/29 14:16		Repair Hours:	0							
						Resolution Hours:	39.92							
API-6177 sn:														
API-6178 sn:														
API-6179 sn:														
API-6180 sn:														
API-6181 sn:														
KYFS4100DN [Kyocera]														
API-3473A sn:														
API-3486 sn:														
API-3489 sn:														
API-3490 sn:														
TOSHES456 [Toshiba]									8.90	8.90	1.0	9.9	0	0
API-4252 sn:C2EC37428									14.32	14.32	0.7	15.0	0	0
SC245622														
Call SC245622	False Close Door Message [CM]			Call In SLA: No		SLA Response Hours:	6.00		Contract#: SPC2398-API-08			14.98	0	0
	Assigned Tech: Scott Choiniere			Received: 2021/01/11 14:36		Response Hours:	14.32		Call Priority: High					
	Caller: -- --			Dispatched: 2021/01/13 09:55		CM Response Hours:	14.32		Bill Code: ACOPI Prepaid Toner					
	Call Desc: False close door			Arrived: 2021/01/13 11:55		Travel Hours:	2							

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
				Completed	2021/01/13 12:35		Repair Hours:	0.67							
							Resolution Hours:	14.98							
API-4254 sn:															
API-4269 sn:C2DC36535										3.48	3.48	1.4	4.9	0	0
SC257185															
Call	SC257185	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC2398-API-08				4.87	0	0
		Assigned Tech: Scott Choiniere		Received: 2021/05/05 14:33		Response Hours:	3.48		Call Priority: N						
		Caller: -- --		Dispatched: 2021/05/06 09:06		CM Response Hours:	3.48		Bill Code: ACOPI Prepaid Toner						
		Call Desc: CDF0		Arrived: 2021/05/06 09:32		Travel Hours:	0.43								
				Completed 2021/05/06 10:55		Repair Hours:	1.38								
						Resolution Hours:	4.87								
Central Middle School : 416 Main			100.00%	5	5										
E-Studio 4540c [Toshiba]															
API-3646A sn:															
EStudio 757 [Toshiba]										2.62	2.62	1.2	3.8	0	0
API-6105 sn:CABF31312										2.62	2.62	1.2	3.8	0	0
SC251029															
Call	SC251029	Call Service Flashing [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC2398-API-08				3.53	0	0
		Assigned Tech: James Boober		Received: 2021/03/04 10:53		Response Hours:	2.28		Call Priority: Medium						
		Caller: Emily		Dispatched: 2021/03/04 12:05		CM Response Hours:	2.28		Bill Code: ACOPI Prepaid Toner						
		Call Desc: Call for service message		Arrived: 2021/03/04 13:10		Travel Hours:	1.08								
				Completed 2021/03/04 14:25		Repair Hours:	1.25								
						Resolution Hours:	3.53								
		ProblemCodes													
		Problem Code:	Broken Part												
		Resolution Code:	Transfer Belt Repair or Replacement												
SC259113															
Call	SC259113	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC2398-API-08				4.12	0	0
		Assigned Tech: Scott Choiniere		Received: 2021/05/26 08:08		Response Hours:	2.95		Call Priority: N						
		Caller: -- --		Dispatched: 2021/05/26 09:45		CM Response Hours:	2.95		Bill Code: ACOPI Prepaid Toner						
		Call Desc: Error Code		Arrived: 2021/05/26 11:05		Travel Hours:	1.33								
				Completed 2021/05/26 12:15		Repair Hours:	1.17								
						Resolution Hours:	4.12								
FS-P2135DN [Kyocera]															
API-6183 sn:															

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
KYFS4100DN [Kyocera]										2.90	2.90	0.8	16.9	0	0
API-3469A sn:NUK3106220										2.90	2.90	0.8	16.9	0	0
SC256671															
Call SC256671	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						4.08	0	0
	Assigned Tech: Scott Choiniere		Received: 2021/04/30 09:10	Response Hours:	3.55	Call Priority:	N								
	Caller: -- --		Dispatched: 2021/04/30 12:07	CM Response Hours:	3.55	Bill Code:	ACOPI Prepaid Toner								
	Call Desc: streaks		Arrived: 2021/04/30 12:43	Travel Hours:	0.6										
			Completed 2021/04/30 13:15	Repair Hours:	0.53										
				Resolution Hours:	4.08										
SC256888															
Call SC256888	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						44.73	0	0
	Assigned Tech: Scott Choiniere		Received: 2021/05/03 13:45	Response Hours:	4.42	Call Priority:	N								
	Caller: -- --		Dispatched: 2021/05/10 14:39	CM Response Hours:	4.42	Bill Code:	ACOPI Prepaid Toner								
	Call Desc: Ghosting returned.		Arrived: 2021/05/10 15:12	Travel Hours:	0.55										
			Completed 2021/05/10 15:59	Repair Hours:	0.78										
				Resolution Hours:	44.73										
SC257618															
Call SC257618	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC2398-API-08						1.75	0	0
	Assigned Tech: James Boober		Received: 2021/05/11 08:21	Response Hours:	0.73	Call Priority:	N								
	Caller: -- --		Dispatched: 2021/05/11 08:27	CM Response Hours:	0.73	Bill Code:	ACOPI Prepaid Toner								
	Call Desc: Lines and marks on copies / printing on special		Arrived: 2021/05/11 09:05	Travel Hours:	0.63										
			Completed 2021/05/11 10:06	Repair Hours:	1.02										
				Resolution Hours:	1.75										
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Developer Repair or Replacement													
API-3470A sn:															
API-3472A sn:															
API-4023 sn:															
TOSHES456 [Toshiba]															
API-4006 sn:															
Morrison Memorial School : 386 Main			#DIV/0!	0	0										
KYFS4100DN [Kyocera]															
API-4043 sn:															

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
RSU # 64 : 118 Main Street			#DIV/0!	0	0										
E-Studio 5560cT [Toshiba]															
API-6099 sn:															
EStudio 557 [Toshiba]															
API-5892 sn:															
HP M401dn [HP]															
API-4064 sn:															
KYFS4100DN [Kyocera]															
API-4021 sn:															
API-4022 sn:															
<b>Total</b>										<b>6.38</b>	<b>6.15</b>	<b>20.44</b>	<b>265.77</b>	<b>5</b>	<b>0</b>